Posted: Monday, September 10, 2012



Help Desk Lead/Systems Administrator

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of Help Desk Lead/Systems Administrator.

Under the direction of the Manager, Infrastructure and Technology, the incumbent is primarily responsible for providing help desk support for the RTA computer and telephone systems, ensuring the availability of the systems to end-users and maintaining the functionality of all components and applications. The incumbent is also responsible for supporting the operation and maintenance of the RTA computer server and network systems.

Responsibilities include but are not limited to:

- 1. Provides end-user support for hardware, software and telecommunication issues. Installs, troubleshoots, configures and tests software and hardware. Provides training to end-users in the use of, and protection of, information technology resources. Maintains orders and distributes software and hardware for end-users and orders supplies.
- 2. Resolves hardware problems and maintains contracts for the repair and support of all hardware. Directs and coordinates the services of contractors for problems that cannot be resolved in-house.
- 3. Installs, deploys, assembles and configures computers, laptops, monitors, network infrastructure and peripherals, such as printers, scanners and related hardware. Pulls cables and rewires or directs the rewiring of cables, as needed, for new installations and office reconfiguration.
- 4. Assists in instructing RTA staff in the use of standard business and administrative software, including word processing, spreadsheets and database management. Provides written documentation, as needed.
- 5. Assists with the planning, design, research and acquisition of new or upgraded hardware and software systems; maintains current knowledge of hardware, software and network technology; and recommends modifications, as needed.
- 6. Helps design and manage the RTA's contingency, business recovery and disaster recovery plans. Regularly reviews, tests and maintains the RTA's disaster recovery plan with Information Technology Department staff.
- 7. Maintains various logs, databases and related documentation, such as the computer log indicating system status, and maintenance activities; the database of warranty and support procedures for all hardware installed at the RTA; the log of user work requests which is used to prepare periodic reports of work order activity; and the library of technical material for all hardware and software on site.
- 8. Maintains departmental purchasing documents/files for computer hardware and software; tracks purchases to ensure receipt of product; and processes paperwork for payment. Maintains and tracks Information Technology Department inventory.
- 9. Updates critical software for workstations, printers, and BlackBerry's as directed by the Manager, Information Technology. Updates the record of all installed software.
- 10. Serves as backup to the Information Technology Staff when needed. Also supports RTA end-users at the Service Boards. Participates as a member/liaison of a project, strategy, or special event.
- 11. Creates/revises IT Helpdesk and end user processes, procedures and task oriented documentation; and contributes as a co-author to ITS Knowledge Base articles.
- 12. Creates/updates simple OS updates and applications for deployment via electronic software distribution solution(s) and master system deployment images.
- 13. Installs/upgrades end user computer systems, printers and software applications; and setup end user account profiles on assigned computers.
- 14. Serve a rotating shift at the IT Helpdesk service desk, monitoring e-mail, phone and a service request tracking system for new service requests.

The ideal candidate should possess the knowledge, skill, and mental development equivalent to the completion of a Bachelor's Degree in Computer Science, or a related field, or equivalent work experience. A+ Certification and MCSE preferred.

Looking for a minimum of three (3) years of specific experience supporting end-users in a comparably-sized environment. Experience with Microsoft Windows operating systems, Apple Macintosh operating systems, and software applications. Demonstrated ability to work well with a variety of individuals and diverse populations with minimum supervision. Excellent communication skills with the ability to explain problems and solutions clearly to end-users in non-technical terms and have the ability to work calmly and professionally under pressure. Must be highly organized, flexible and detail orientated and have the ability to work both independently and in teams. Must be able to maintain confidentiality.

Demonstrated technical proficiency in the following areas is needed:

- Experience supporting environments with: Microsoft Windows XP, 2000/2003 Server, MS SQL Server 2000, Microsoft Office, Microsoft Exchange Server, LDAP, Active Directory, Office Hardware, Microsoft IIS, and Security architecture.
- Experience supporting back-up & restores of a corporate environment as well as disaster recovery experience. Strong written/verbal skills are essential.
- Intermediate knowledge of desktop computer hardware and platforms, desktop network environment and equipment.
- Knowledge and experience with peripheral equipment to support desktop printers, scanners, projectors, and other equipment.
- Intermediate customer support background and experience

The work is performed in a normal office environment except that the server room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 75 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty and the incumbent must be able to work a flexible schedule.

The RTA offers a competitive compensation and benefits package. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum salary is \$64,500

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority Human Resources, Attn: 12-HDLSA 175 W. Jackson, Suite 1650 Chicago, IL 60604

To apply online, go to: https://www.rtachicago.com/jobposting/?job=110